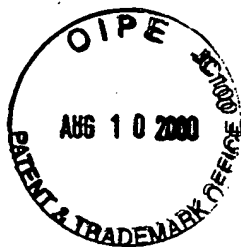


53326-018



Patent RECEIVED
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UNITED STATES PATENT APPLICATION

FOR

SYSTEM FOR AUTOMATED COMPREHENSIVE REMOTE SERVICING
FOR MEDIA INFORMATION

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SYSTEM FOR AUTOMATED COMPREHENSIVE REMOTE SERVICING FOR MEDIA INFORMATION

This patent application claims priority from:

U.S. Provisional Patent Application No. 60/120,207, filed on February 11, 1999,
5 entitled SYSTEM FOR REMOTE PREFORMANCE OF DIGITAL ENCODING;

U.S. Provisional Patent Application No. 60/119,762, filed on February 11, 1999,
entitled PRODUCTION SYSTEM FOR DIGITALLY ENCODING INFORMATION;

U.S. Provisional Patent Application No. 60/120,209, filed on February 11, 1999,
entitled MEDIA DISTRIBUTION SYSTEM; U.S. Provisional Patent Application No.
10 60/120,206, filed on February 11, 1999, entitled DIGITAL VCR;

U.S. Provisional Patent Application No. 60/120,208, filed on February 11, 1999,
entitled SYSTEM FOR HANDLING VOICE MAIL IN AN E-MAIL SYSTEM; and

U.S. Provisional Patent Application No. 60/156,817, filed on September 29, 1999,
entitled STREAMING MEDIA ENCODING AGENT FOR TEMPORAL
15 MODIFICATIONS;

the contents of which are hereby incorporated by reference in their entirety.

FIELD OF THE INVENTION

The present invention generally relates to computer systems, and more
specifically to a mechanism for comprehensive remote servicing for media information.

20 BACKGROUND OF THE INVENTION

In recent years, the media industry has expanded its horizons beyond traditional
analog technologies. Media programs such as audio, photographs, and even feature films
are now being recorded or converted into a variety of different digital encoding formats.
For example, digital movies may now be encoded using a variety of different encoding
25 formats such as RealVideo, RealMedia, MPEG, QuickTime and Windows Media
encoding formats. Likewise, digital audio recordings may be encoded using a variety of